



Nortel IVR 2.5/S

Prompt Transfer Tools

Product release 2.5/S

Standard 1.0

August 1997

NORTEL
NORTHERN TELECOM

Nortel IVR 2.5/S

Prompt Transfer Tools

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Chapter 1: Introduction

Overview

The *Prompt Transfer Tools* guide discusses solutions for transferring prompts to your Nortel IVR 2.5/S system. Specifically, this guide discusses the following methods:

- Using an audio interface device (a Skutch AS-4 in North America, or a Skutch AS-4-220 in Europe) to transfer prompts from an audio device, such as a tape deck, to the MRS or MRS/AP. This method is discussed in Chapter 2.
- Using Nortel IVR's Digital Prompt Tool to load Adaptive Differential Pulse Code Modulation (ADPCM) format voice files. There are commercially available tools for converting WAV files to ADPCM format (please consult the Nortel Product Bulletins). This method is discussed in Chapter 3.

Chapter 3 also discusses the many other tasks that can be performed using the Digital Prompt Tool.

Related documents

You may find the following additional documents useful:

- *IVR Generator 2.0/S Application Development Guide*, P0813809
- *IVR Generator 2.0/S System Administration Guide*, P0813837
- *Nortel IVR 2.5/S Product Overview Guide*, P0869326

Chapter 2: Audio Interface Method

Overview

The Skutch AS-4 provides an interface between the sound equipment (for example, a tape deck) and the Nortel IVR 2.5/S system. After you have recorded the prompts on your sound equipment, the prompts can be loaded into the IVR system using the Skutch device and the Prompt Loading Facility found on the IVR Generator Main Menu.

The Skutch device can interface with a PBX or PSTN that connects to your IVR system, or connect directly to the MRS or MRS/AP.

Note: In Europe, you will use the Skutch AS-4-220, which accepts 220 V AC. All references to the Skutch AS-4, including the cabling diagrams, also apply to the Skutch AS-4-220.

Indirect connection through a PBX or PSTN

With the indirect connection method, the Skutch device is plugged into a telephone line that is connected to a PBX or PSTN which in turn connects to the MRS or MRS/AP. See Procedure 2-1 on page 2-6.

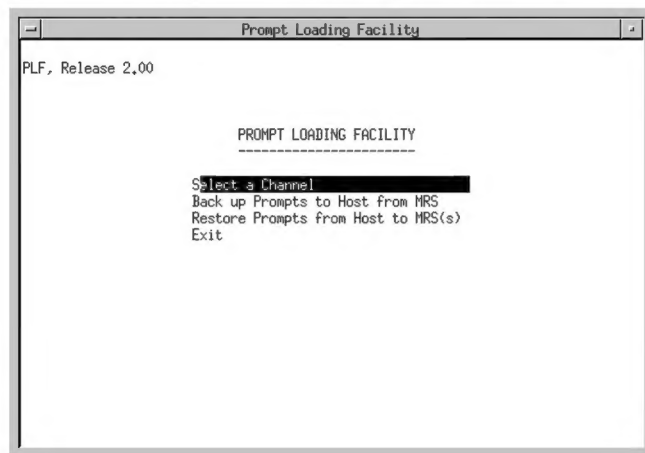
Direct connection to the MRS or MRS/AP

With the direct connection method, the Skutch device is connected directly to the MRS or MRS/AP. See Procedure 2-2 on page 2-9.

IVR Generator Prompt Loading Facility

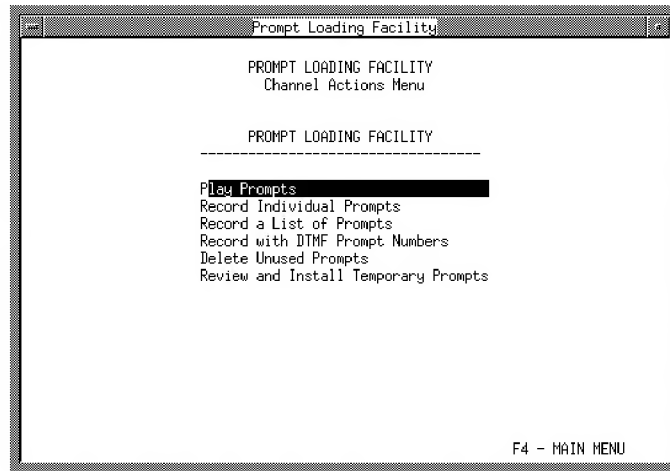
When you start the Prompt Loading Facility (PLF), the PLF main menu appears.

Figure 2-1: Prompt Loading Facility main menu



After you select a channel, the Channel Actions Menu appears (Figure 2-2). The Channel Actions Menu shows the tasks that you can perform in conjunction with the Skutch AS-4.

Figure 2-2: Channel Actions Menu from the Prompt Loading Facility



For further information about using the PLF options, refer to the chapter “Managing Prompts on the MRS” in the *IVR Generator 2.0/S System Administration Guide*.

Skutch AS-4 description

Figure 2-3 shows the Skutch AS-4.

Figure 2-3: Skutch AS-4 (or Skutch AS-4-220 in Europe)



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The following items are on the Skutch AS-4:

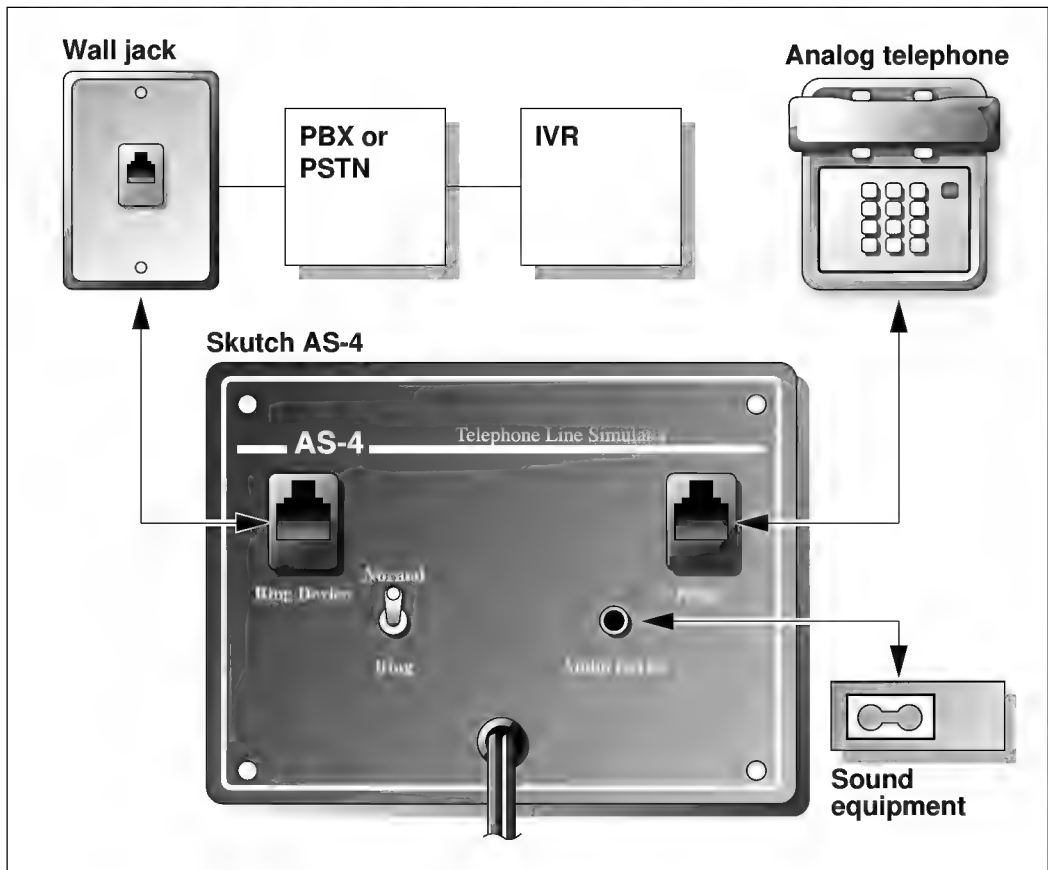
- **Ring Device** This jack connects to the MRS or MRS/AP.
- **Normal/Ring toggle** This toggle generates the ringing signal needed to activate the channel. This toggle is used only for the direct connection method.
- **Audio In/Out** This jack connects to the sound equipment.
- **Phone** This jack connects to an analog telephone.

Indirect connection through a PBX or PSTN

Cabling diagram

Figure 2-4 shows the connections required for the Skutch AS-4.

Figure 2-4: Skutch AS-4 cabling (indirect connection through a PBX or PSTN)



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Loading prompts

Procedure 2-1 describes how to connect the Skutch AS-4 and then load prompts.

Procedure 2-1: Loading prompts through a PBX or PSTN

- 1 Locate a telephone wall jack that connects to a PBX or PSTN which in turn is connected to the IVR system.
- 2 Connect an RJ11 telephone cable from the Ring Device jack on the Skutch AS-4 to the wall jack.
- 3 Connect an analog telephone to the Phone jack on the Skutch AS-4.
- 4 Connect an audio cable from the Audio In/Out jack on the Skutch AS-4 to the sound equipment.

5 Leave the power cord on the Skutch AS-4 unplugged.

The Skutch AS-4 is now properly connected.

- 6 Log in to the AP as **Nortel**.
- 7 Start up the Prompt Loading Facility (PLF). For a detailed description of this facility, refer to *IVR Generator 2.0/S System Administration Guide*.
- 8 Choose "Select a Channel" from the Main Menu of the PLF.
- 9 Enter the MRS number and trunk number (channel) you want to use for recording prompts.
The Channel Actions Menu appears.
- 10 Take the phone that is connected to the Skutch AS-4 off hook.
- 11 Dial the number associated with the channel that you have selected through the PLF.
- 12 Put the phone on mute, or disconnect the handset.

You are now ready to record prompts from the sound equipment onto the MRS or MRS/AP.

- 13** The Channel Actions Menu from the PLF (Figure 2-2 on page 2-3) shows the tasks that you can perform.

Record prompts:

To record prompts, select the “Record Individual Prompts” option from the PLF menu. The prompts are recorded onto the MRS or MRS/AP.

Play back prompts:

To play back the prompts you are recording, select the “Review and Install Temporary Prompts” option from the PLF menu. The prompts are played back from the MRS or MRS/AP onto the sound equipment and telephone that you have connected to the Skutch AS-4. In this way, you can assess the quality of the recordings.

To listen to the prompts on the telephone, reconnect the handset.

To listen to the prompts on the sound equipment, disconnect the telephone handset if it is not already disconnected. Then adjust the sound equipment to take the audio as input. Reconnect the audio cable to an input jack on the sound equipment if necessary.

Install prompts:

To install the prompts you are recording, select the “Review and Install Temporary Prompts” option from the PLF menu. You have the option of playing the temporary prompt and then installing it if it is satisfactory.

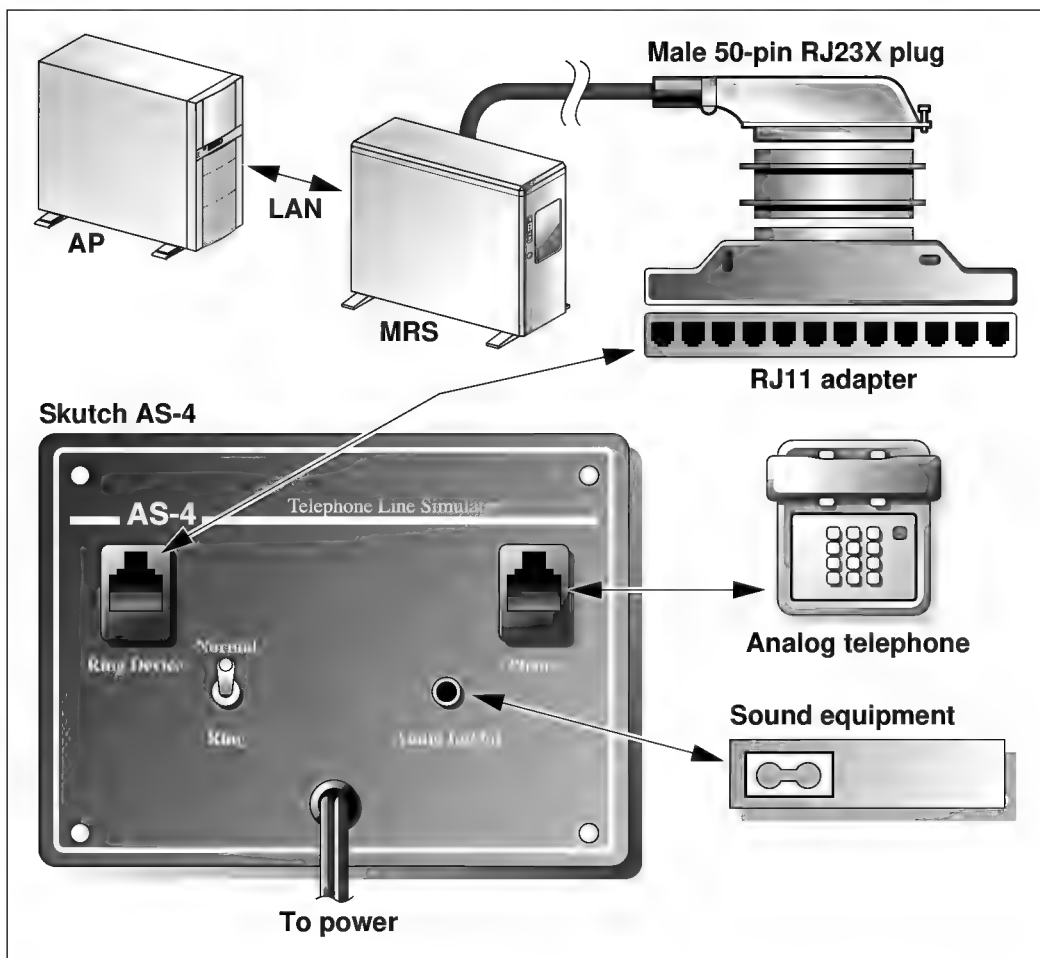
- 14** When you are finished, hang up the telephone to disconnect from the channel.

Direct connection to an MRS or MRS/AP

Cabling diagram

Figure 2-5 shows the connections required for Skutch AS-4.

Figure 2-5: Skutch AS-4 cabling (direct connection to an MRS or MRS/AP)



Loading prompts

Procedure 2-2 describes how to connect the Skutch AS-4 and then load prompts.

Procedure 2-2: Loading prompts through a direct connection to an MRS or MRS/AP

- 1 The standard configuration for Nortel IVR systems has an RJ23X-to-RJ11 adapter attached to the IVR telco cable.

Note: If the IVR system uses a D/41ESC card, RJ11 cables connect directly to the RJ11 jacks on the D/41ESC card.

- 2 Connect an RJ11 telephone cable to the jack in the RJ11 adapter that corresponds to the channel you intend to use for loading prompts. Connect the other end of the RJ11 cable to the Ring Device jack on the Skutch AS-4.

Note: If the IVR system uses a D/41ESC card, connect an RJ11 cable directly into the jack on the D/41ESC card that corresponds to the channel you intend to use for loading prompts. Connect the other end of the RJ11 cable to the Ring Device jack on the Skutch AS-4. Then go to step 3.

- 3 Connect an analog telephone to the Phone jack on the Skutch AS-4.
- 4 Connect an audio cable from the Audio In/Out jack on the Skutch AS-4 to the sound equipment.
- 5 **Plug the power cord into a standard 110 V outlet. (In Europe, you will be using a Skutch AS-4-220, which can be plugged into a standard 220 V outlet.)**

The Skutch AS-4 is now properly connected.

- 6 Log in to the AP as **Nortel**.
- 7 Start up the Prompt Loading Facility (PLF). For a detailed description of this facility, refer to *IVR Generator 2.0/S System Administration Guide*, P0813837.
- 8 Choose "Select a Channel" from the Main Menu of the PLF.
- 9 Enter the MRS number and trunk number (channel) you want to use for recording prompts.
The Channel Actions Menu appears.
- 10 Take the phone that is connected to the Skutch AS-4 off hook.

2-10 Audio Interface Method

- 11 Put the Normal/Ring toggle in the Ring position for a moment. Then put the Normal/Ring toggle back in the Normal position. This will activate the channel you selected through the PLF.
- 12 Put the phone on mute, or disconnect the handset.
You are now ready to record prompts from the sound equipment onto the MRS or MRS/AP.
- 13 The Channel Actions Menu from the PLF (Figure 2-2 on page 2-3) shows the tasks that you can perform.

Record prompts:

To record prompts, select the "Record Individual Prompts" option from the PLF menu. The prompts are recorded onto the MRS or MRS/AP.

Play back prompts:

To play back the prompts you are recording, select the "Review and Install Temporary Prompts" option from the PLF menu. The prompts are played back from the MRS or MRS/AP onto the sound equipment and telephone that you have connected to the Skutch AS-4. In this way, you can assess the quality of the recordings.

To listen to the prompts on the telephone, reconnect the handset.

To listen to the prompts on the sound equipment, disconnect the telephone handset if it is not already disconnected. Then adjust the sound equipment to take the audio as input. Reconnect the audio cable to an input jack on the sound equipment if necessary.

Install prompts:

To install the prompts you are recording, select the "Review and Install Temporary Prompts" option from the PLF menu. You have the option of playing the temporary prompt and then installing it if it is satisfactory.

- 14 When you are finished, hang up the telephone to disconnect from the channel.

Chapter 3: Digital Prompt Tool

Using the Digital Prompt Tool to load voice files

The Digital Prompt Tool can be used to add VSN headers to Adaptive Differential Pulse Code Modulation (ADPCM) voice files. When this is done, the voice files become VSNs, which can be used in IVR applications. The following list outlines the steps in this process.

- 1 Convert your voice files to ADPCM format. Consult the Nortel Product Bulletins for information on commercially available tools for converting WAV files to ADPCM format.
- 2 Load the ADPCM voice files onto a diskette or CD-ROM.
- 3 Use the Digital Prompt Tool to add VSN headers to the ADPCM voice files.
- 4 Use the Prompt Loading Facility (accessed through the IVR desktop) to load the prompts onto the MRS or MRS/AP.

The Digital Prompt Tool can be used to perform many other tasks as well, as described in the remainder of this chapter.

Audience and prerequisites

The individual responsible for prompt administrative functions should have some formal computer training with an understanding of basic UNIX commands. This person should also be familiar with the functions required for preparing digitized voice files.

Related publications

See also *IVR Generator 2.0/S System Administration Guide*.

Digital Prompt Tool overview

This chapter provides procedures for loading digitized voice files and fax files from DOS and Unix-Tar formatted diskettes onto the system. This chapter also discusses adding VSN headers to these files, and trimming the silence at the beginning and end of the recorded prompts to a uniform length.

The Digital Prompt Tool enables the user to add VSN headers to the following file formats:

- Adaptive Differential Pulse Code Modulation (ADPCM) voice files
- Audio (*.au) voice files
- Tagged Image File Format (TIFF) fax files

In this chapter

- **“Installing the Digital Prompt Tool” on page 3-3**
Provides system information, requirements, and installation procedures. This section also details the system configuration file.
- **“Using the Digital Prompt Tool” on page 3-5**
Explains how to access the Digital Prompt Tool and select specific functions.
- **“Quick Prompts” on page 3-7**
Explains the procedures required to perform the “Quick Prompts” option. This option is designed to load prompts, add headers, and trim silence on the prompts.
- **“Load Prompts from floppy” on page 3-13**
Explains the procedures required to load voice and fax files from Unix-Tar and DOS formatted diskettes.
- **“Add header to voice prompts” on page 3-17**
Explains the procedures required to add VSN headers to voice files that are stored on the system in either ADPCM or Audio (*.au) format.
- **“Add header to fax prompts (files)” on page 3-23**
Explains the procedures required to add VSN headers to fax files that are stored on the system in TIFF format.

- **“Trim silence” on page 3-26**

Explains the procedures required to trim the silence at the beginning and end of voice prompts.

- **“Exit” on page 3-32**

Explains the procedures required to exit the Digital Prompt Tool functions and return to system command level.

- **“Load prompts onto the MRS” on page 3-32**

Explains how to load the finished prompts onto the MRS.

Installing the Digital Prompt Tool

Installation procedure

The Digital Prompt Tool is installed on the AP. To install this application on the system, use the following procedure.

Procedure 3-1: Installing the Digital Prompt Tool

- 1 Log in to the AP as **Nortel**.
- 2 Insert the Digital Prompt Tool application disk in the floppy disk drive on the AP.
- 3 In an xTerm window, type **cd Nortel** to move to the Nortel directory.
- 4 Type **mkdir vfiles.tmp** to create the vfiles.tmp subdirectory to the Nortel directory.
- 5 Type **tar xvf /dev/fd0** to load the application software off the Nortel subdirectory.
- 6 The Digital Prompt Tool is installed in the **Nortel/tools** directory.

System configuration

The Digital Prompt Tool contains a configuration file that can be modified by the user based on the individual requirements of his or her system. The following information pertains to the system configuration file:

- File Name - **pht.conf**
- Directory Location - **Nortel/sys_files**

The following table illustrates the default values assigned to the system configuration file with some possible alternatives.

Default and alternative values for the system configuration file

Line Number	Default	Alternatives
1. Floppy Drive	/dev/fd0	(/vol/dev/diskette0, and so on)
2. Conversion type	ADPCM	(FAX, MU-LAW, A-LAW, and so on)
3. Voice Header	vsn	(VSN, and so on)
4. Voice Extension	.	(.au, and so on)
5. Fax File Extension	.tif	(Fax file should be in TIFF format)
6. Trim Duration	120	(user defined, default 120 msec)

Using the Digital Prompt Tool

To access the Digital Prompt Tool functions, use the following procedure.

Procedure 3-2: Accessing the Digital Prompt Tool

- 1 Move to the `tools` directory on the system.
- 2 Type `pht` and press **<Enter>** at the system prompt.

The system displays the following Main Menu window with the cursor in the "Enter your selection" field:

```
DIGITAL PROMPT TOOL, version : 1.00  February 1997
```

```
Main Menu
```

```
=====
```

1. Quick Prompts
2. Load Prompts from floppy
3. Add header to voice prompts
4. Add header to fax prompts
5. Trim silence (voice prompts only)
6. Exit

```
Enter your selection : __
```

The Enter your selection field

The "Enter your selection" field appears throughout the application as part of the menu screens.

This is an input field where the user enters the number corresponding to the required function or menu item.

Selecting a Digital Prompt Tool function

Use the following procedure to select the desired system function.

Procedure 3-3: Selecting system function

- 1 On the Main Menu window, type the menu item number corresponding to the system function you want to access and press **<Enter>**.

Valid selections are

- Press 1 - Quick Prompts
- Press 2 - Load Prompts (voice or fax files) from floppy
- Press 3 - Add header to voice prompts (files)
- Press 4 - Add header to fax prompts (files)
- Press 5 - Trim silence (from voice prompts)
- Press 6 - Exit the Digital Prompt Tool

Quick Prompts

The Quick Prompts option performs all the functions of the Digital Prompt Tool without requiring the user to access each of these functions through the Main Menu.

The Quick Prompts option enables the user to perform the following functions from this one menu option:

- Load voice or fax files from a floppy.
- Add a header to voice files.
- Add a header to fax files.
- Trim unwanted silence off the beginning and the end of voice prompts.
- Return to the Main Menu.

The user may prefer using the other Digital Prompt Tool Main Menu options for more complex situations involving various formats and prompt types.

Accessing Quick Prompts

Use the following procedure to access the Quick Prompts function.

Procedure 3-4: Accessing the Quick Prompts function

- 1 From the Digital Prompt Tool Main Menu, type 1 in the “Enter your selection” field and press <Enter>.

The system displays the following Quick Prompts window with the cursor in the “Enter the prompt number for file” field:

LOAD FILES

Load Files Menu
=====

Enter the prompt number for file : VSN00314 : ____

Loading voice or fax files

To load voice or fax files from a floppy diskette using the Quick Prompts option, use Procedure 3-5.

Procedure 3-5: Loading prompts from a floppy

- 1 At the Load Files window, enter the decimal number of the prompt in the "Enter the prompt number for file" field.

The system searches the floppy diskette for the prompt number.

- 2 If the prompt number is *not* found, the system displays the Status Message window with the following error message:

```
STATUS MESSAGE
=====
```

```
VSN 'vsn 00100' does NOT exist
in directory /home/Nortel/vfiles.d/
Prompt processing aborted, no changes saved !
```

```
Press ANY KEY to go back : __
```

- 3 If the prompt number *is* found, the system loads the file. Continue with the next step in this procedure.

Adding a prompt header

- 4 The system displays the following prompt:

```
Enter the type of encoding (ADPCM, MU-LAW, FAX) : _____
```

5 Enter the file type in uppercase letters. You have the following choices:

- "ADPCM" - voice file
- "MU-LAW" - audio file
- "FAX" - fax file

The system displays the following Status Message window to confirm that the header was added.

```
STATUS MESSAGE  
=====
```

```
Command Successful
```

```
Press ANY KEY to go back : __
```

6 Press any key to activate the Trim silence function.

Trimming the silence from a voice prompt

7 The Quick Prompts function begins to trim the silence at the beginning and end of the prompt to a length of 120 milliseconds.

Note 1: When trimming silence using the Quick Prompts option, the system always uses the default value of 120 milliseconds.

Note 2: To define the amount of silence, you must use the Trim silence function from the Digital Prompt Tool Main Menu (see "Accessing the Trim silence function" on page 3-27).

- 8** After the system has completed the trimming process, the following Status Message window is displayed:

```
STATUS MESSAGE  
=====
```

```
Decompressing Data
```

```
Trimming down to 120 msec at the beginning and end of  
prompts
```

```
Compressing linear data
```

```
Waveform Saved
```

```
Press ANY KEY to go back : __
```

- 9** To return to the Main Menu, press any key.

Downloading prompts to the MRS

Note: On an MRS/AP, the steps discussed in this section are not required.

Once the user has performed the Quick Prompts functions, the prompts are ready to be distributed to the MRS. To load the finished prompts onto the MRS, the user must use the Prompt Loading Facility.

The Prompt Loading Facility is a tool on the IVR Generator application that is used for playing, recording, deleting, backing up or restoring, and managing prompts.

For detailed instructions on operating the Prompt Loading Facility, refer to the *IVR Generator 2.0/S System Administrator Guide*.

Load Prompts from floppy

The “Load Prompts from floppy” function enables the user to load voice and fax files from a diskette that you insert into the floppy drive of the AP or the MRS/AP. This function stores files loaded from diskettes in one of the following formats:

- Unix-Tar format
- DOS format

The system copies the prompts from the diskette and stores them in the directory:

`"vfiles.tmp"`

Note 1: If the user forgets to create the directory, this tool creates the directory `vfiles.tmp`.

Note 2: This directory is required by the system for the Adding Headers and Trimming Silence functions of the Digital Prompt Tool.

Accessing the Load Prompts from floppy function

To access the Load Prompts from floppy function, use the following procedure.

Procedure 3-6: Accessing the Load Prompt Menu

- 1 From the Digital Prompt Tool Main Menu, type **2** in the “Enter your selection” field and press **<Enter>**.

The system displays the following Load Prompt Menu window with the cursor in the “Enter your selection” field:

```
LOAD PROMPT MENU
```

```
Load Prompt Menu  
=====
```

1. Load tar files from floppy
2. Load DOS files from floppy
3. Return to Main Menu

```
Enter your selection : __
```

- 2 To load tar files, follow the steps in Procedure 3-7.
To load DOS files, follow the steps in Procedure 3-8.

Loading tar files

To load tar formatted voice and fax files from the AP or MRS/AP floppy drive, use the following procedure.

Procedure 3-7: Loading tar files from a diskette

- 1 Insert the diskette with the tar files into the floppy drive.
- 2 From the Load Prompt Menu, type 1 in the “Enter your selection” field and press **<Enter>**.

If the file contains a name, the system prompts the user to enter a VSN number in decimal format.

- 3 Enter the decimal prompt number and press **<Enter>**.

The system displays a Status Message window similar to the following example:

```
STATUS MESSAGE
=====
```

```
x MBA.txt, 3531 bytes, 7 tape blocks
x XYZ.txt 15537 bytes, 31 tape blocks
```

```
Press ANY KEY to go back : __
```

The Status Message window displays the following information:

- the name of the file being loaded from the floppy disk to the current system directory
 - the number of bytes in the file
 - the number of tape blocks loaded for the file
- 4 Once the files have been loaded, press any key to return to the Load Prompt Menu window where you can continue loading prompts.

Loading DOS files

To load DOS formatted voice and fax files from the AP or MRS/AP floppy drive, follow the steps in this procedure.

Procedure 3-8: Loading DOS files from a diskette

- 1 Insert the diskette with the DOS files into the floppy drive on the AP or MRS/AP.
- 2 From the Load Prompt Menu, type **2** in the “Enter your selection” field and press **<Enter>**.

If the file contains a name, the system prompts the user to enter a VSN number in decimal format.

- 3 Enter the decimal prompt number and press **<Enter>**.

The system displays a Status Message window similar to the following example:

```
STATUS MESSAGE
=====
```

```
Copying files from DOS floppy in /dev/fdo into the current
directory
```

```
Copying file VSN00314
```

```
Done copying files from floppy
```

```
Press ANY KEY to go back : __
```

The Status Message window displays the following information:

- notification that the system is copying the files from the floppy disk to the current system directory
- the name of the file being loaded
- confirmation that the file was successfully loaded from the floppy

- 4 Once the files have been loaded, press any key to return to the Load Prompt Menu window where you can continue loading prompts.

Returning to the Main Menu

Use the following procedure to return to the Digital Prompt Tool Main Menu.

Procedure 3-9: Return to the Main Menu

- 1 From the Load Prompts Menu, type **3** and press **<Enter>**.

The system displays the Digital Prompt Tool Main Menu with the cursor in the "Enter your selection" field.

Add header to voice prompts

The "Add header to voice prompts" function enables the user to add VSN headers to voice files that were loaded on the system from the floppy diskette. A voice file does not become a voice prompt until a VSN header has been added to it.

The "Add header to voice prompts" function provides the user with the following options:

- Add headers to a range of ADPCM voice files.
- Add a header to a single ADPCM voice file.
- Add a header to a single Audio (*.au) voice file.

Note: To perform this function, every prompt name must conform to the naming format that is specified in the configuration file.

The format might be lowercase VSN followed by the decimal prompt number.

For example: vsn01000

Accessing the Add header to voice prompts function

Use the following procedure to access the Add header to voice prompts function.

Procedure 3-10: Accessing the Add Header to Voice Prompts Menu

- 1 From the Digital Prompt Tool Main Menu, type **3** in the “Enter your selection” field and press **<Enter>**.

The system displays the following Add Header to Voice Prompts Menu with the cursor in the “Enter your selection” field:

VOICE PROMPT HEADER

Add Header to Voice Prompts Menu
=====

1. Add header to range of voice prompts
2. Add header to single voice prompt
3. Add header to voice file (*.au files only)
4. Return to Main Menu

Enter your selection : __

Adding a VSN header to a range of voice files

To add a VSN header to a selected range of voice files, use the following procedure.

Procedure 3-11: Adding a VSN header to a range of voice files

- 1 From the Add Header to Voice Prompts Menu, type 1 and press **<Enter>**.

The system displays the following Process Range of Prompts window with the cursor in the "Enter the starting prompt number" field:

PROCESS RANGE OF PROMPTS

Add header to a range of prompts
=====

Enter the starting prompt number : ____

NOTE:

Ending Prompt number should be greater
than the Starting Prompt number.

- 2 Enter the decimal prompt number to begin the range and press **<Enter>**.

The system displays the following prompt:

Enter the ending prompt number : ____

- 3 Enter the decimal prompt number to end the range and press **<Enter>**.

The header is added and the voice prompt is converted to the standard Nortel format.

The system displays the Status Message window:

```
STATUS MESSAGE
=====
```

```
Command Successful
```

```
Press ANY KEY to go back : __
```

- 4 Press any key to return to the Add Header to Voice Prompts Menu.

Adding a VSN header to a single voice file

Use the following procedure to add a VSN header to a single file.

Procedure 3-12: Adding a VSN header to a single voice file

- 1 From the Add Header to Voice Prompts Menu, type **2** and press **<Enter>**.

The system displays the following Process a Single Prompt window with the cursor in the "Enter the prompt number" field:

```
PROCESS A SINGLE PROMPT
```

```
Add header to a single prompt
=====
```

```
Enter the prompt number (e.g., 1000) : __
```

- 2 Enter the decimal prompt number of the prompt to add a header and press **<Enter>**.

The header is added and the voice prompt is converted to the standard Nortel format.

The system displays the Status Message window:

```
STATUS MESSAGE
=====
```

```
Command Successful
```

```
Press ANY KEY to go back : __
```

- 3 Press any key to return to the Add Header to Voice Prompts Menu.

Adding a VSN header to an audio (*.au) voice file

To add a VSN header to an audio (*.au) voice file, use the following procedure.

Procedure 3-13: Adding a VSN header to an audio (*.au) voice file

- 1 From the Add Header to Voice Prompts Menu, type 3 and press **<Enter >**.

The system displays the following Process Audio (.AU) Files window with the cursor in the "Enter the audio (*.au) file name" field:*

```
PROCESS AUDIO (*.AU) FILES
```

```
Convert *.au file to valid prompt
=====
```

```
Enter the audio (*.au) file name : __
```

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- 2 Type the exact audio file name (the system is case sensitive) with extension and press **<Enter>**.

 The system displays the following prompt:

 Enter the prompt number (e.g., 1000) : ____
- 3 Type the decimal prompt number for the audio file and press **<Enter>**.

 The header is added and the file is converted to the standard Nortel format.

 The system displays the Status Message window:

 STATUS MESSAGE
 =====
- Command Successful
- Press ANY KEY to go back : ____
- 4 Press any key to return to the Add Header to Voice Prompts Menu.

Returning to the Main Menu

Use the following procedure to return to the Digital Prompt Tool Main Menu.

Procedure 3-14: Returning to the Main Menu

- 1 From the Add Header to Voice Prompts Menu, type **4** and press **<Enter>**.

 The system displays the Digital Prompt Tool Main Menu with the cursor in the "Enter your selection" field.

Add header to fax prompts (files)

The “Add header to fax prompts” function enables the user to add a VSN header to selected fax files loaded onto the system from the floppy drive.

This function adds the headers to the designated fax file for the specified number of pages in the fax. The system default for number of pages is one (1), but the user can override the default and indicate the number of pages that headers need to be added to.

Note 1: To perform this function, the system requires the user to enter the prompt number and the file name.

Note 2: The file format must be TIFF (*.tif suffix). If desired, the user can change the suffix to *.tiff in the configuration file `pht.conf`.

Note 3: The naming format is the decimal prompt number.

Accessing the Add header to fax prompts function

To access the Add header to fax prompts function, use the following procedure.

Procedure 3-15: Accessing the Add Header to Fax Prompts Menu

- 1 From the Digital Prompt Tool Main Menu, type **4** in the “Enter your selection” field and press **<Enter>**.

The system displays the following Fax Prompt Header window with the cursor in the “Enter your selection” field:

FAX PROMPT HEADER

Add Header to Fax Prompts Menu
=====

1. Add header to single fax prompt
2. Return to Main Menu

Enter your selection : __

Adding a VSN header to a single fax file

To add a VSN header to a single fax file, use the following procedure.

Procedure 3-16: Adding a VSN header to a single fax file

- 1 From the Add Header to Fax Prompts Menu, type 1 and press **<Enter>**.

The system displays the following Process a Single Prompt window with the cursor in the "Enter the prompt number" field:

```
PROCESS A SINGLE PROMPT
```

```
Add header to a single prompt
=====
```

```
Enter the prompt number (e.g., 1000) : __
```

- 2 Enter the decimal prompt number for the fax file and press **<Enter>**.

The system displays the following prompt:

```
Enter the TIFF file name : __
```

- 3 Type the exact file name (the system is case sensitive) with extension and press **<Enter>**.

The system displays the following prompt:

```
Enter the Number of Pages (default 1) : __
```


- 4 Type the number of the page to assign the header to and press <Enter>.

Note: To accept the system default of one page, press <Enter>.

The header is added and the system displays the Status Message window:

```
STATUS MESSAGE
=====
```

```
Command Successful
```

```
Press ANY KEY to go back : __
```

- 5 Press any key to return to the Add Header to Fax Prompts Menu.

Returning to the Main Menu

Use the following procedure to return to the Digital Prompt Tool Main Menu.

Procedure 3-17: Returning to the Main Menu

- 1 From the Add Header to Fax Prompts Menu, type 2 and press <Enter>.

The system displays the Digital Prompt Tool Main Menu window with the cursor in the "Enter your selection" field.

Trim silence

The “Trim silence” function enables the user to trim the amount of silence at the beginning and end of voice prompts after they have been converted to the standard Nortel format. This function pertains *only* to voice prompts that have been converted to the standard Nortel format using the “Load Prompts from floppy” function of this application.

The “Trim silence” function provides the following options to the user:

- Trim the silence from a range of voice prompts.
- Trim the silence from a single voice prompt.

Note: To perform this function, every prompt name must conform to a naming format that is specified in the configuration file. The format might be lowercase VSN followed by the decimal prompt number (for example, vsn01000).

Accessing the Trim silence function

To access the Trim silence function, use the following procedure.

Procedure 3-18: Accessing the Trim Silence of Voice Prompts Menu

- 1 From the Digital Prompt Tool Main Menu, type **5** in the “Enter your selection” field and press **<Enter>**.

The system displays the following Trim Silence of Voice Prompts Menu with the cursor in the “Enter your selection” field:

TRIM SILENCE

Trim Silence of Voice Prompts Menu
=====

1. Trim silence for a range of voice prompts
2. Trim silence for a single voice prompt
3. Return to Main Menu

Enter your selection : __

Trimming silence for a range of voice prompts

To trim silence from a selected range of voice prompts, use the following procedure.

Procedure 3-19: Trimming a range of voice prompts

- 1 From the Trim Silence of Voice Prompts Menu, type **1** and press **<Enter>**.

The system displays the following Trim Range of Prompts window with the cursor in the "Enter the starting prompt number" field:

TRIM RANGE OF PROMPTS

Trim a range of prompts
=====

Enter the starting prompt number : ____

NOTE:

Ending Prompt number should be greater than the Starting Prompt number.

- 2 At the prompt, type the decimal prompt number to begin the range and press **<Enter>**.

The system displays the following prompt:

Enter the ending prompt number : ____

- 3 At the prompt, type the decimal prompt number to end the range and press **<Enter >**.

The system displays the following prompt:

Enter the desired duration of trim (default 120 msec):__

- 4 At the prompt, type the duration of silence trim and press <Enter>. It is recommended that the period of silence should not exceed 120 milliseconds.

Note: To accept the system default value of 120 milliseconds, press <Enter>.

The silence surrounding the prompts is trimmed to the designated duration of time.

The system displays the Status Message window:

```
STATUS MESSAGE
=====
```

```
Decompressing Data
```

```
Trimming down to 120 msec at the beginning and end of
prompts
```

```
Compressing linear data
```

```
Waveform Saved
```

```
Press ANY KEY to go back : __
```

- 5 Press any key to return to the Trim Silence of Voice Prompts Menu.

Trimming silence for a single voice prompt

To trim silence from a selected single voice prompt, use the following procedure.

Procedure 3-20: Trimming a single voice prompt

- 1 From the Trim Silence of Voice Prompts Menu, type 2 and press **<Enter>**.

The system displays the following Trim a Single Prompt window with the cursor in the "Enter the prompt number" field:

```
TRIM A SINGLE PROMPT
```

```
Trim a single prompt
=====
```

```
Enter the prompt number (e.g., 1000) : __
```

- 2 Type the decimal prompt number to designate the prompt to trim and press **<Enter>**.

The system displays the following prompt:

```
Enter the desired duration of trim (default 120 msec):__
```

- 3 Type the duration of silence trim and press **<Enter>**. It is recommended that the period of silence should not exceed 120 milliseconds.

Note: To accept the system default value of 120 milliseconds, press **<Enter>**.

The silence surrounding the prompts is trimmed to the designated duration of time.

The system displays the Status Message window:

STATUS MESSAGE

=====

Decompressing Data

Trimming down to 120 msec at the beginning and end of prompts

Compressing linear data

Waveform Saved

Press ANY KEY to go back : ____

- 4 Press any key to return to the Trim Silence of Voice Prompts Menu.

Returning to the Main Menu

Use the following procedure to return to the Digital Prompt Tool Main Menu.

Procedure 3-21: Returning to the Main Menu

- 1 From the Trim Silence of Voice Prompts Menu, type 3 and press **<Enter>**.

The system displays the Digital Prompt Tool Main Menu with the cursor in the "Enter your selection" field.

Exit

The “Exit” option enables the user to exit from the Digital Prompt Tool application and return to the system command level.

Exiting from the Digital Prompt Tool application

To exit the Digital Prompt Tool application and return to the system command level, use the following procedure.

- 1 At the Main Menu window, type **6** and press **<Enter>**.

The system exits the application and displays the system command prompt.

Load prompts onto the MRS

Note: On an MRS/AP, the steps discussed in this section are not required.

Once the user has performed the Digital Prompt Tool functions, the prompts are ready to be distributed onto the MRS. To load the finished prompts onto the MRS, the user must use the Prompt Loading Facility.

For detailed instructions on operating the Prompt Loading Facility, refer to the *IVR Generator 2.0/S System Administration Guide*.

Nortel IVR 2.5/S

Prompt Transfer Tools

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